For Families

A guide for families coping with a work-related death or terminal illness

WORKERS' COMPENSATION BOARD OF BRITISH COLUMBIA

www.worksafebc.com

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About this booklet

You are probably reading this booklet because a family member has died as a result of a work-related accident or from a work-related disease. Or you may be reading this booklet because you or a family member has been diagnosed with a terminal work-related disease.

This booklet presents information that may be helpful to you and other family members at a time when you are grieving the loss of your loved one and dealing with a host of changes in your family life. It gives an overview of financial and other assistance available from the Workers' Compensation Board (WCB) of British Columbia, and lists resources that may be helpful following a work-related death. You do not need to read the booklet all at once; you can turn to specific sections for information as the need arises.

This booklet was written with guidance from the families of workers who died in a workplace accident or from a work-related disease. This group included those whose words and photographs appear throughout the booklet. In addition, we are grateful to the other members of this group: Linda Collinson, Debra Kiesman, Margaret Thompson, and Fern York, whose husbands died; and Dave Sutton and Liz Turner, who each lost a brother.

Contents

About this booklet 1

After a work-related death 5
- Who might contact the worker's family? 5
- Can we get financial help from the WCB? 6
- Will there be an investigation? 7
- Will there be an autopsy? 8
- Can we sue anyone for damages? 9
- Who can give us more information? 9

Financial assistance from the WCB 11
- How soon can we get financial help from the WCB? 11
- Can we get help to pay for the funeral? 11
- Can we get help to transport the body elsewhere for burial or cremation? 12
- What survivor benefits does the WCB provide to the spouse? 12
- What benefits does the WCB provide for children? 13
- What information does the WCB need to receive from us? 13
- If we disagree with a WCB decision about entitlement to benefits, what options are available? 14
- Who can give us more information? 15

Other types of assistance from the WCB 17
- What other kinds of help can the WCB provide? 17
- How can we get counselling to help us deal with our loss? 17
- We depended on my spouse's income, and I've never worked outside the home. What do I do now? 18
- Can the WCB help when someone is dying of a work-related disease? 18
- Who can give us more information? 19

Legal issues 21
How was the Workers' Compensation Board established? 21
What is the *Workers Compensation Act?* 21
Who will investigate the accident? 22
If someone is to blame for the accident, can we sue for damages? 23
If we can't sue for damages, does this mean that negligent employers go unpunished? 24
Can we participate in a WCB hearing or in court? 25
Who can give us more information? 25

Access to reports and other documents 27
What WCB documents relating to the accident will we be allowed to see? 27
How do we make a request to see WCB documents? 28
Will we be able to see the Coroner's Report? 28
What other documents are available? 29
Who can give us more information? 29

Terminal work-related disease 31
I have a terminal illness. Can the WCB help me now? 31
Who will pay my medical bills? 31
Besides help with medical bills, what other help can I get from the WCB? 32
What help is available after my death? 32
If we disagree with a WCB decision about entitlement to benefits, what options are available? 33
Who can give us more information? 33

Helpful resources 34
Organizations 34
Government resources 40
Books 41

"When I found out that Christopher had been killed, time stood still. I remember every detail: where I was sitting, what I was doing, what my wife said when she answered the door. It's all perfectly etched into my mind, because in that split second, my life was turned upside down. Nothing, no matter what anyone says, can ever prepare you for that kind of shock. It's something you simply can't understand unless you've gone through it yourself.

"In the aftermath, coming to terms with your loss can be a long and difficult process. To get through it, it's important to know your rights, reach out for all the support you can get, and give yourself permission to feel the way you do. If you're going to cry, then cry. If you're angry, then be angry. No two people are the same, so no two people will grieve the same way. When I lost my son I went through every kind of emotion you could possibly imagine — and still do. You never completely heal and you never forget, but over time you learn to manage. My younger son describes it as walking on the edge of bowl. Some days you fall in, some days you fall off, but most days you manage to balance on the edge."

— Gary Glover, father of Christopher Glover, who died July 21, 1997

After a work-related death

Coping with the loss of a family member is never easy, but when it's due to a sudden accident at work it can be particularly difficult and confusing. You will likely have many questions about why the accident happened, what financial or other support is available, and where to turn for advice. The Workers' Compensation Board (WCB) can help in a number of ways.

Who might contact the worker's family?

Usually the first person from the WCB to contact the family is a Sensitive Claims case manager, who will give you information on financial assistance and other WCB benefits that might be available to you and your family. A WCB Prevention officer may also be in touch to let you know how you can contact the WCB.

If you live in a remote area of the province, a WCB Prevention officer may have been the one who informed you of your loved one's death. In most places, a police officer informs the family that a family member has died at work. Sometimes a representative of the employer or a victim service worker accompanies the police.

Occasionally the news media announce a fatal accident before all family members have been informed. The media may also want to interview family members. If you do not want to speak to the media, you might want to ask a friend or relative to be a contact and act as a buffer for you.

Can we get financial help from the WCB?

You may be entitled to financial help from the WCB when a family member dies from a work-related accident or disease. The amount and type of assistance will vary according to the number and age of dependants in the family and the earnings of the worker, as prescribed by the *Workers Compensation Act.* Financial assistance is considered when the WCB has accepted a claim for a work-related death.

- A fixed amount of approximately $6900 for funeral and related costs is available.
- An emergency lump sum of approximately $2000 is provided to a spouse or common-law spouse to help with immediate needs. This is a one-time payment in addition to any other WCB assistance.
- The actual cost (up to a maximum of approximately $1000) of transporting the body to another location for burial or cremation may be available.

- Survivor benefits (either a lump sum or a monthly pension, depending on the type of survivor) may be provided to a worker's dependent spouse or common-law spouse and to dependent children.

For more information, see page 11 or call:

Case Manager
Sensitive Claims Section
Phone: 604 279-7460
Toll-free in B.C.: 1 888-WORKERS (967-5377)

Will there be an investigation?

If your family member died as a result of an accident at work, there will be an investigation. The WCB investigates all fatal accidents that occur during the course of a worker's employment. In addition, the employer conducts their own investigation. A Coroner's investigation may also be held to determine the circumstances of the death and the cause of death and to recommend measures to prevent similar deaths from occurring. (The Coroner is an independent public official whose role is to investigate the facts in all unnatural, unexpected, unexplained, or unattended deaths.)

You and other family members will be able to read the WCB Accident Investigation Report and the Coroner's Report after they are released. It can take several months for an investigation to be completed. For more information about access to documents, see page 27.

Depending on the circumstances of the accident, other agencies may also investigate the death. For example, the police may investigate a motor vehicle accident, or the Transportation Safety Board may investigate a death involving a commercial boat or aircraft.

Will there be an autopsy?

The Coroner may require an autopsy (a medical examination of the body) to determine the cause of death. Sometimes (at the Coroner's discretion) only partial tests will be done — for example, tests for blood alcohol or drugs. The Coroner will examine these findings and the circumstances of the accident to determine the cause of death. Sometimes the Coroner finds that a death at the workplace is the result of natural causes, such as a heart attack.

Can we sue anyone for damages?

See page 23.

Who can give us more information?

For information about your WCB claim, including WCB compensation, please phone:

Case Manager
Sensitive Claims Section
Phone: 604 279-7460
Toll-free in B.C.: 1 888-WORKERS (967-5377)

To talk about the accident itself, you may phone the WCB Prevention officer who was in charge at the scene. The officer has probably already given his or her name and phone number to you or to the family contact person. If not, you can contact the officer through the WCB Prevention toll-free number at 1 888 621-7233.

"When I found out that Andrew had been killed, it hit me like a steamroller. He was hundreds of kilometres away from home when it happened, which made things that much more intense. I remember all sorts of panicked questions running through my mind, like 'Is it real? How will I get his body home? What do I do now? Who will take care of us? How will I provide for my children?' Everything seemed to be flying at me at once and I felt completely overwhelmed. I was trying to cope with the shock and pain of losing my husband and the last thing I wanted to think about was filling out forms or dealing with the WCB. But the reality of the situation was I had a funeral to pay for, kids to take care of, and bills to worry about, so I was glad that financial support was available when I needed it."

— Alice Montjoy, wife of Andrew Medley, who died January 9, 1995

Financial assistance from the WCB

After a family member's death, financial commitments continue and new expenses can mount. If an accident at work has suddenly taken away the person who was the primary source of income for your family, you will need financial help. You may be entitled to compensation from the WCB.

How soon can we get financial help from the WCB?

If you are a spouse or common-law spouse of a worker who dies from a work-related accident or disease, you may be entitled to an emergency lump sum of approximately $2000. This is a one-time payment in addition to any other WCB assistance. The WCB sends you a cheque for this amount as soon as the claim has been accepted as a work-related death.

Can we get help to pay for the funeral?

Yes. The WCB may provide you with a fixed amount of approximately $6900 for funeral and related costs. If the actual cost of the funeral is less than the lump sum, the remaining amount is paid to the surviving spouse.

The WCB is a GST-exempt agency, and if you choose, the WCB may be able to pay the funeral home directly so that GST is not charged.

Can we get help to transport the body elsewhere for burial or cremation?

Yes. The WCB pays the actual cost, up to a maximum of approximately $1000, of transporting the body for burial or cremation. For example, if a worker dies in Prince George and his wife wants him to be buried near the family in Vancouver, or if a young worker dies in B.C. and her parents in Nova Scotia want her to be buried near their home, the WCB can help.

What survivor benefits does the WCB provide to the spouse?

Depending on your situation, you may qualify for either a lump-sum payment or a monthly pension. If you are a surviving spouse under 40 years of age with no children, you may be entitled to a lump-sum amount. If you are a surviving spouse with children, you may be entitled to a monthly pension. The amount would depend on your age, the ages of your children, the number of children, and your spouse's earnings.

What benefits does the WCB provide for children?

If you are a surviving spouse with dependent children, you may receive compensation for each child under 18 years of age. If the child is older than 18 but under the age of 21, and is attending school full-time, the child is still considered a dependant. Handicapped children over 21 years of age may be covered in certain circumstances. Benefit amounts vary and are based on the number of children, the worker's earnings, and the potential federal benefits payable under the Canada Pension Plan.

Counselling may also be available to help children deal with the death of a parent or other immediate family member. For more information on counselling, see page 17.

What information does the WCB need to receive from us?

The WCB will send you an Application for Benefits. Your completed application will be processed more efficiently if you return it with the following:

- Your marriage certificate (or a certified copy)
- Your birth certificate (or a certified copy)
- Children's birth certificates (or certified copies)
- Confirmation of school attendance for children 18 to 21 years of age

- Confirmation of your spouse's earnings for the 12-month period immediately prior to the date of injury or death (whichever date is earlier), such as an income tax Notice of Assessment, income tax return, and statement of non-refundable tax credits. The WCB will use this to calculate your pension amount. If you think this 12-month period does not accurately reflect your spouse's average earnings pattern, please submit similar documentation for the 3-year period instead of the 12-month period before injury or death. If your spouse was a principal of a limited company, owned a fishing boat, or was otherwise self-employed, the WCB may ask you for other specific information.

The WCB requires original documents or certified copies, which will be photocopied and returned to you by registered mail.

If we disagree with a WCB decision about entitlement to benefits, what options are available?

You can appeal a decision made by the WCB regarding entitlement to benefits. Any correspondence you receive from the WCB containing a decision will have information about your options for appeal. You may also contact the Workers' Advisers for help if you disagree with a WCB decision (see page 41).

Who can give us more information?

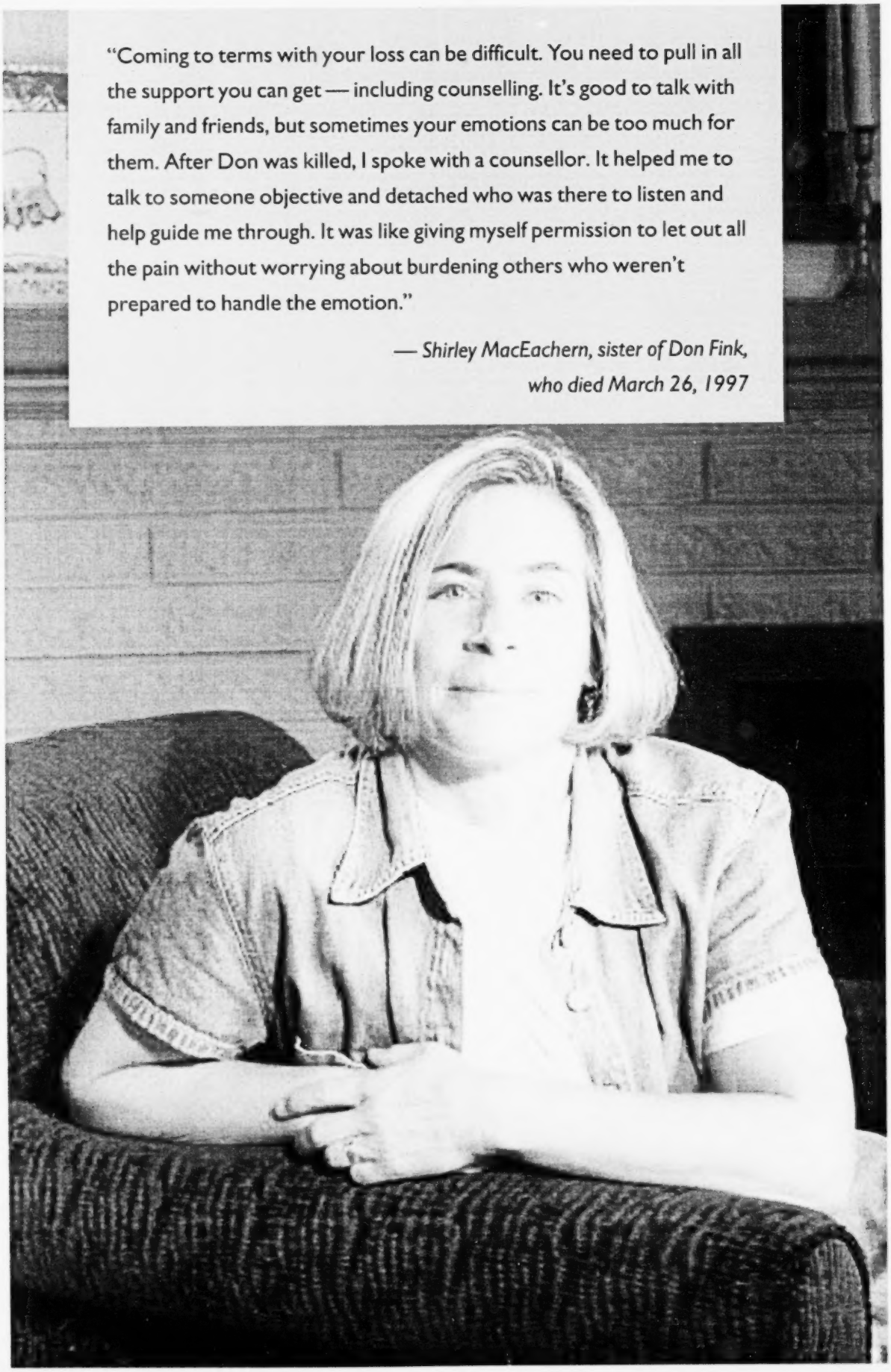
For more information about financial assistance available from the WCB, please phone:

Case Manager
Sensitive Claims Section
Phone: 604 279-7460
Toll-free in B.C.: 1 888-WORKERS (967-5377)

In the past, persons purporting to know about handling the benefits provided by the WCB have approached surviving family members. Be sure that any person offering you advice is qualified to do so. For example, consult an accountant, a certified financial advisor, an adviser from the Workers' Advisers office (see page 41), or a lawyer with expertise in the *Workers Compensation Act*.

"Coming to terms with your loss can be difficult. You need to pull in all the support you can get — including counselling. It's good to talk with family and friends, but sometimes your emotions can be too much for them. After Don was killed, I spoke with a counsellor. It helped me to talk to someone objective and detached who was there to listen and help guide me through. It was like giving myself permission to let out all the pain without worrying about burdening others who weren't prepared to handle the emotion."

— Shirley MacEachern, sister of Don Fink, who died March 26, 1997



Other types of assistance from the WCB

Many families need support to get through this difficult time. Counselling can help with the emotional loss, but you may also need some practical help to prepare for a future job or to provide home care for a person dying of a work-related disease. The WCB can help you find certain types of assistance you may need.

What other kinds of help can the WCB provide?

In addition to financial assistance, your family may be entitled to receive other types of assistance from the WCB, including counselling, educational upgrading, and job training. For families supporting someone dying of a work-related disease, medical equipment and home care may be provided.

The WCB's vocational rehabilitation consultant is in charge of facilitating and co-ordinating these types of assistance.

How can we get counselling to help us deal with our loss?

The WCB may pay for grief counselling for the surviving spouse, children, and other family members. The vocational rehabilitation consultant or the case manager can provide you with the names of counsellors in your community, or you can see someone you know, such as a minister or other trusted person. It is possible for the counsellor to bill the WCB directly.

For the family of someone dying of a work-related disease, separation and loss counselling may also be provided.

We depended on my spouse's income, and I've never worked outside the home. What do I do now?

If you have never worked outside the home or have worked only part-time at relatively low-paying jobs, the WCB may provide you with educational and job training benefits. Benefits for spouses may include:

- Upgrading of educational qualifications
- Vocational assessment and planning
- Job training
- Placement assistance
- English as a second language (ESL) classes
- Computer courses

Can the WCB help when someone is dying of a work-related disease?

If you or a member of your family is suffering from a terminal work-related disease, please see page 31 for assistance that may be available during this time.

Who can give us more information?

For more information about non-financial assistance available from the WCB, please phone:

Vocational Rehabilitation Consultant
Sensitive Claims Section
Phone: 604 276-3096
Toll-free in B.C.: 1 888-WORKERS (967-5377)

or

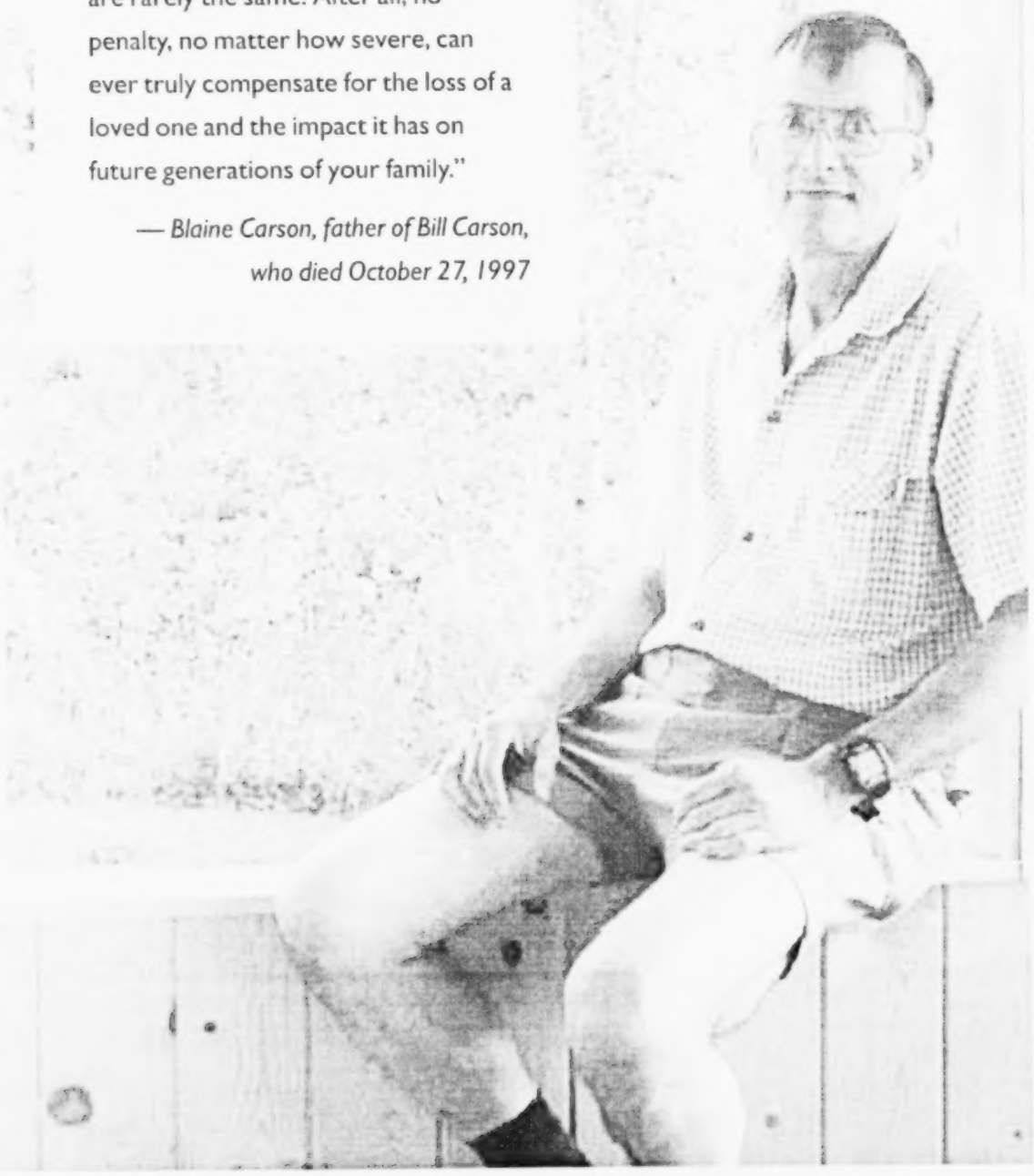
Case Manager
Sensitive Claims Section
Phone: 604 279-7460
Toll-free in B.C.: 1 888-WORKERS (967-5377)

If you would like to talk to others who have been affected by a work-related death, the WCB can put you in touch with an informal network of survivors. Please phone:

Manager, Stakeholder Relations
Phone: 604 276-5191
Toll-free in B.C.: 1 888 621-7233

"For me, the most important thing that can come out of the accident investigation is a new awareness and commitment to safety, which can help prevent similar tragedies. Naturally, if the employer is found to be at fault, you also want to see justice served. But you have to remember that your notion of justice and the court's notion of justice are rarely the same. After all, no penalty, no matter how severe, can ever truly compensate for the loss of a loved one and the impact it has on future generations of your family."

— Blaine Carson, father of Bill Carson, who died October 27, 1997



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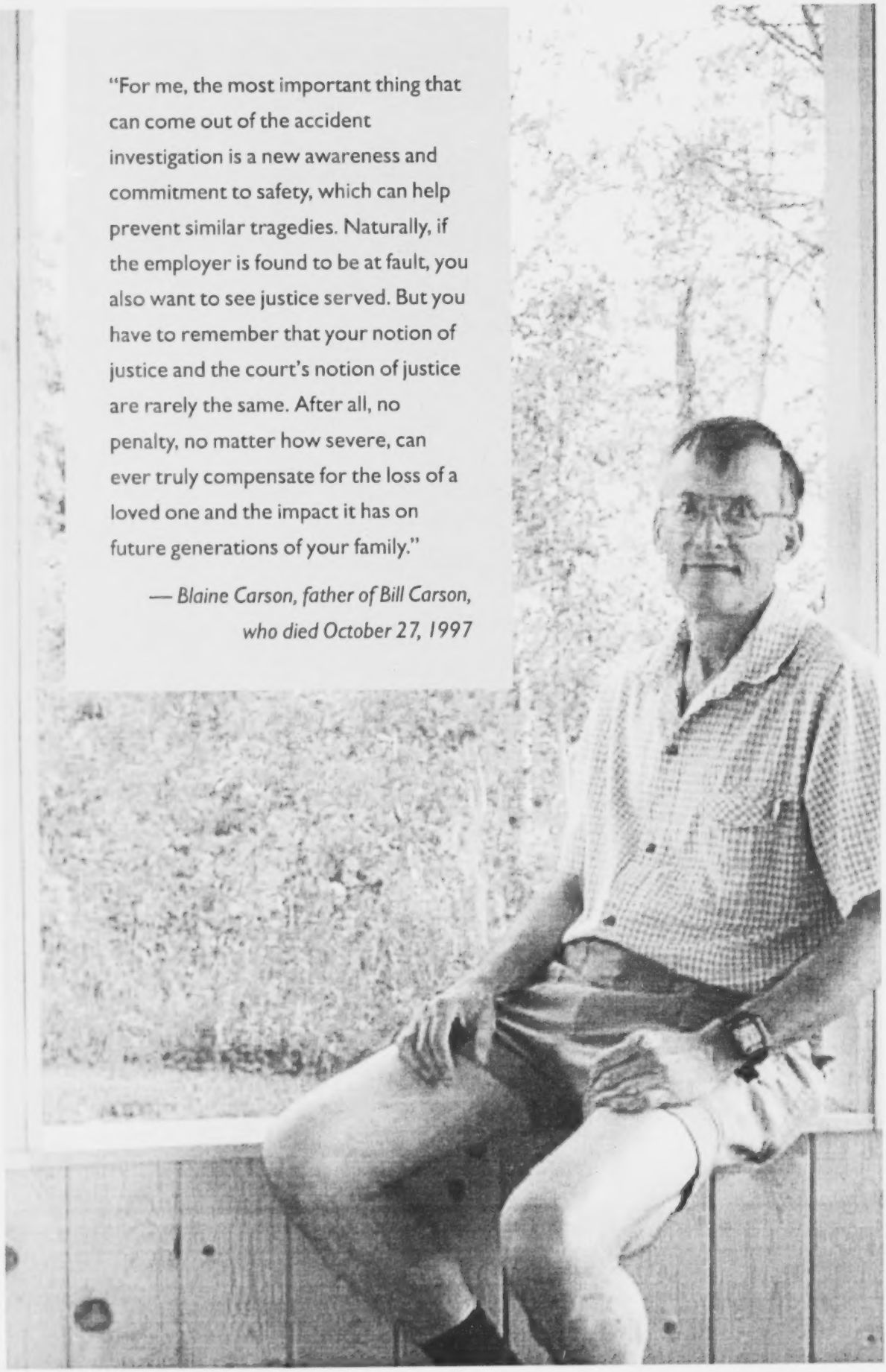

Legal issues

You probably want to know what went wrong and what could have been done to prevent the loss of your loved one. You may also want to let others know how your family's life has changed since the accident. The WCB can answer some of your questions about legal issues that arise after a work-related death.

How was the Workers' Compensation Board established?

The Workers' Compensation Board is an agency established by the *Workers Compensation Act*, a statute created by the legislature of the province of British Columbia. The first statute was enacted in 1917.

What is the Workers Compensation Act?

The *Workers Compensation Act* is the law of the province of British Columbia. It is similar to the laws of all 10 provinces in Canada. The *Workers Compensation Act* must be followed by the WCB, employers, and workers in the province. The *Act* establishes the system of compensation for workplace injuries and deaths, and it grants to the Workers' Compensation Board regulatory authority with respect to occupational health and safety.

The Occupational Health and Safety Regulation has been adopted under the authority of the *Workers Compensation Act*. The purpose of the Regulation is to promote health and safety in the workplace and to protect workers from work-related risks to their health, safety, and well-being. It sets out minimum workplace standards for health and safety.

Who will investigate the accident?

If your family member died as a result of an accident at work, there will be an investigation. The WCB investigates all fatal accidents that occur during the course of a worker's employment. In addition, the employer conducts their own investigation. A Coroner's investigation may also be held to determine the circumstances of the death and the cause of death and to recommend measures to prevent similar deaths from occurring. (The Coroner is an independent public official whose role is to investigate the facts in all unnatural, unexpected, unexplained, or unattended deaths.)

You will be able to get copies of the WCB Accident Investigation Report and the Coroner's Report after they are released. It can take several months for an investigation to be completed. For more information about access to documents, see page 27.

Depending on the circumstances of the accident, other agencies may also investigate the death. For example, the police may investigate a motor vehicle accident, or the Transportation Safety Board may investigate a death involving a commercial boat or aircraft.

If someone is to blame for the accident, can we sue for damages?

The *Workers Compensation Act* prevents workers and employers from suing one another. However, when a claim has been accepted, compensation is available to the injured worker and to the dependants of a worker who dies from a work-related accident or disease, regardless of who caused the accident or the disease.

You may have the option of suing someone at fault who is not covered by the *Workers Compensation Act.* These include private individuals who were not at work at the time of the accident (for example, a motorist who is not a worker collides with a delivery van driven by a worker) as well as corporations outside of B.C. (for example, the manufacturer of a piece of defective equipment that failed, resulting in a worker's death). In some cases, you will have to choose whether to receive compensation from the WCB or to sue for damages. If this applies to you, the WCB will send you an election form to complete and a brochure describing your legal rights.

If you choose to sue for damages, you will not be eligible to receive survivor and other benefits from the WCB. If you choose to accept WCB compensation, the WCB itself could decide to sue for damages on your behalf. If the WCB wins or settles the lawsuit and the damages awarded are greater than your compensation package, the WCB may pay out the excess to you, less an administration fee. In other cases, the WCB may decide, based on financial and other risks, not to pursue a suit.

If we can't sue for damages, does this mean that negligent employers go unpunished?

Under the law, it is the responsibility of the employer to provide and maintain a safe workplace. If an employer has violated the *Workers Compensation Act* or the Occupational Health and Safety Regulation, the WCB may take the following action:

- Issue orders to the employer requiring them to comply with the *Act* and the Regulation.
- Impose an administrative penalty in the form of a fine. Administrative penalties may be imposed to a maximum of approximately $500,000. There may be a hearing before a WCB panel if an administrative penalty is imposed.
- Refer very serious violations to Crown counsel for prosecution, which may lead to a trial.

As of March 3, 2003, the family of a deceased worker may request a review of certain WCB decisions relating to health and safety. Certain decisions that have been reviewed may subsequently be appealed to the Workers' Compensation Appeal Tribunal.

For example, family members could request a review of an order against an employer, or they could request a review if the WCB did not impose an order. If the review is related to an order to impose an administrative penalty or the refusal to make an order imposing an administrative penalty, the review decision could be appealed to the Appeal Tribunal.

Can we participate in a WCB hearing or in court?

You and other family members have the right to provide victim impact statements either at the WCB penalty hearing or, in the case of a successful prosecution, in court at the sentencing hearing. Your statement can be submitted in writing, or you can read it into the record of the hearing and provide a copy to the WCB panel or to the court. The statement should be carefully prepared in order to have maximum impact.

Who can give us more information?

For more information about legal issues, please phone:

Manager, Stakeholder Relations
Phone: 604 276-5191
Toll-free in B.C.: 1 888 621-7233

"After Lindsay's death, I had to be very proactive about getting information because nobody told me what was available or where to go. I stumbled through the process blindly and ran into several obstacles, but remained persistent. I needed to find out what had gone wrong and what was being done to stop it from happening again — I had a right to know."

— Sharon Lang, wife of Lindsay Lang, who died October 8, 1996

Access to reports and other documents

Family members who have lost a loved one after a work-related accident usually want to know as much as possible about the accident. You can learn more by asking the WCB for information about the accident investigation, but remember that certain details may not be released until the investigation is complete. This can take several months.

What WCB documents relating to the accident will we be allowed to see?

If you are the next of kin (the closest relative), you may request a copy of the worker's claims file.

You can also ask to see a copy of the Accident Investigation Report. When providing you or others with copies of these documents, the WCB must comply with the requirements of the *Freedom of Information and Protection of Privacy Act*. This law places limits on the disclosure of personal information about individual citizens. This means, among other things, that most personal details about third parties (such as witnesses or co-workers) will be deleted from the copy of the Accident Investigation Report that you receive. Next of kin are entitled to most personal information about their loved one, but others are not.

How do we make a request to see WCB documents?

You will need to submit a written request by fax or mail to:

Freedom of Information (FOI) Department
Workers' Compensation Board
6th Floor, Administration Building
Box 2310
Vancouver, B.C. V6B 3W5
Fax: 604 279-7401

The request should include the worker's name and, if possible, the claim number and the date of the accident.

For more information, please phone the FOI Department at 604 279-8171.

Will we be able to see the Coroner's Report?

You can request a copy of the Coroner's Report. Access to the Coroner's documents is also governed by the *Freedom of Information and Protection of Privacy Act.*

To obtain copies of the Coroner's Report, send a written request to:

Office of the Chief Coroner
Metrotower II
2035 – 4720 Kingsway
Burnaby, B.C. V5H 4N2

The request should include the worker's name and year of death, and your return address.

For more information, please phone the Office of the Chief Coroner at 604 660-7745.

What other documents are available?

Family members can ask to see police, ambulance, and hospital documents. To request copies, please talk to the personnel you dealt with at the time. They should be able to tell you how to access their documents.

Who can give us more information?

While you are waiting for the final reports to be released, you may want to know how the investigation is progressing. For more information about the progress of the investigation and for help in accessing reports and other documents, please phone:

Manager, Stakeholder Relations
Phone: 604 276-5191
Toll-free in B.C.: 1 888 621-7233

"It was only four-and-a-half months after Roy was first diagnosed with mesothelioma that he passed away, but it was a long and terrible experience. It's like the bedrock of your life suddenly turns to quicksand and everything starts to sink. Roy didn't like talking about it much. He accepted his fate, and faced it with quiet resignation and courage. Emotionally, it seemed more difficult for me. I took comfort in the fact that he was provided with the best available care. We made his final days as painless as possible, and when he finally succumbed, my son Dale and I were there by his side holding his hand. When I think about it now, I try to focus on those positive aspects. It helps me to carry on. Life will never be the same but it must continue."

— Leona Goudie, wife of Roy Goudie, who died of work-related mesothelioma on August 5, 1991

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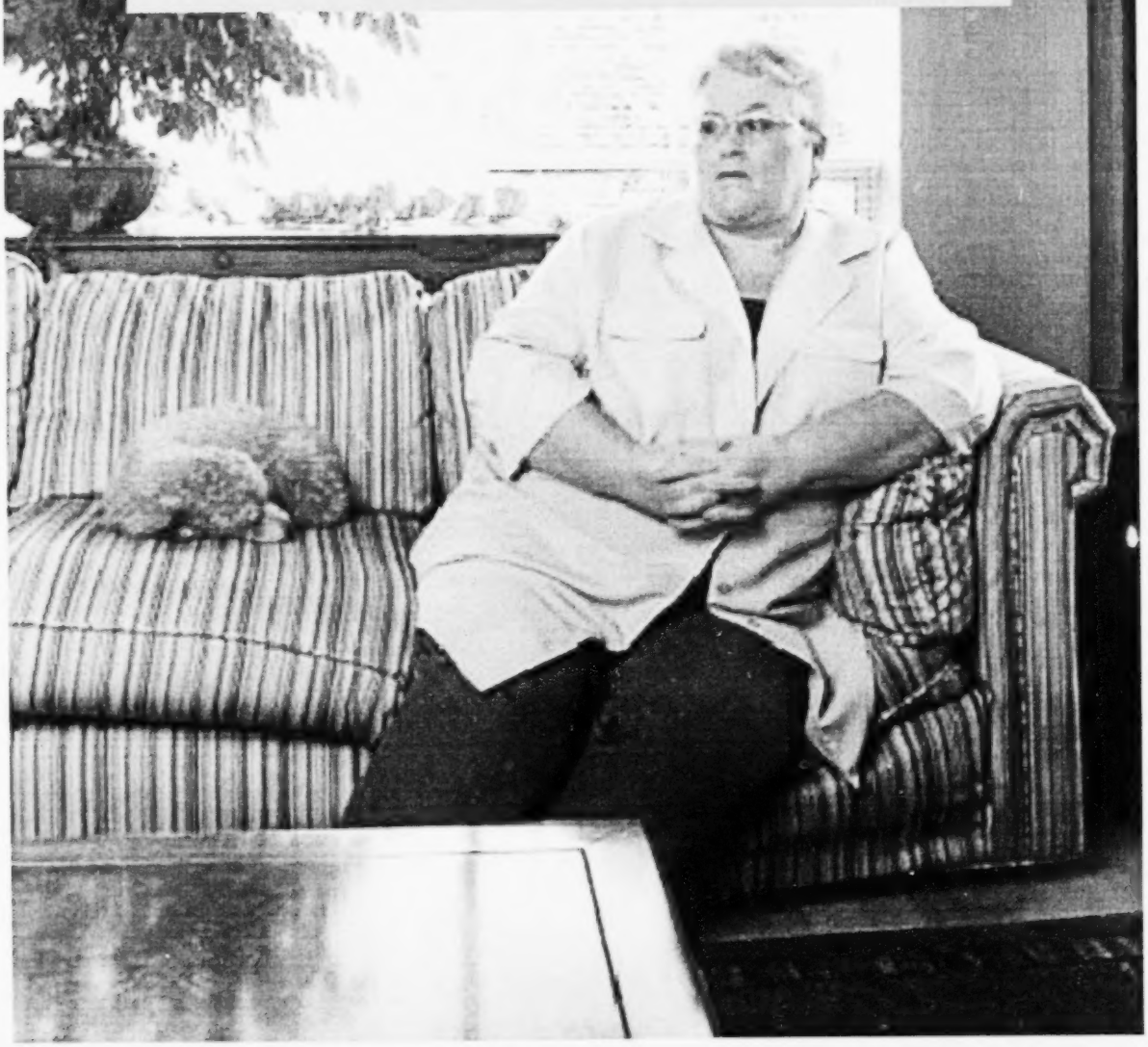

Terminal work-related disease

If you or a member of your family is suffering from a terminal work-related disease, you will want to know what assistance is available, including medical care, home care, and counselling. The WCB can help both workers and families affected by work-related disease receive the support they need. The most common work-related, or occupational, diseases are mesothelioma, asbestosis, lung and other cancers, silicosis, systemic scleroderma, and hepatitis.

I have a terminal illness. Can the WCB help me now?

Sensitive Claims staff at the WCB can help you and your family if you have a terminal work-related disease. To confirm that the disease was caused by a workplace exposure, the case manager of Sensitive Claims or Occupational Disease Services will take a detailed work history — workplaces, industries, years of work, tools and materials used, and tasks performed. If the claim is accepted, Sensitive Claims staff begin providing you and your family with assistance that may continue even after your death.

Who will pay my medical bills?

The Medical Services Plan (MSP) of British Columbia initially pays your medical bills. Once your claim has been accepted, the WCB pays all pre-authorized bills for work-related disease.

Besides help with medical bills, what other help can I get from the WCB?

The WCB may pay for wheelchairs, hospital beds, nursing care, homemaker care, medications, and other equipment or services to improve your quality of life. The vocational rehabilitation consultant in Sensitive Claims will keep in touch with you and continually assess you and your family's need for this type of assistance.

The WCB may also make separation and loss counselling available to your and your family if you need counselling help at this time.

What help is available after my death?

Sensitive Claims staff will continue to be involved with your family. This could include helping with funeral arrangements, ensuring that pensions and other benefits are paid as quickly as possible, and arranging for grief counselling for your family. The vocational rehabilitation consultant or the case manager can provide your family with the names of counsellors in your community, or the family can see someone they know, such as a minister or other trusted person. It is possible for the counsellor to bill the WCB directly.

The WCB may also provide vocational counselling to surviving spouses who have never worked outside the home or who have worked only part-time at relatively low-paying jobs. For more information about educational and job training benefits, see page 18.

If we disagree with a WCB decision about entitlement to benefits, what options are available?

You can appeal a decision made by the WCB regarding your entitlement to benefits. After your death, your dependants can appeal their benefits. Any correspondence you receive from the WCB containing a decision will have information about your options for appeal. You may also contact the Workers' Advisers for help if you disagree with a WCB decision (see page 41).

Who can give us more information?

For more information about assistance available to terminally ill workers and their families, please phone:

Vocational Rehabilitation Consultant
Sensitive Claims Section
Phone: 604 276-3096
Toll-free in B.C.: 1 888-WORKERS (967-5377)

or

Case Manager
Sensitive Claims Section
Phone: 604 279-7460
Toll-free in B.C.: 1 888-WORKERS (967-5377)

Helpful resources

A number of organizations and information sources can help you and your family members deal with your grief or with the practical side of a loved one's death or terminal illness. The quoted descriptions below are provided by the organizations. Although many of these organizations have their offices in the Lower Mainland, their services are often available throughout the province.

Organizations

B.C. Association of Clinical Counsellors

"The B.C. Association of Clinical Counsellors is a society of regulated Clinical Counsellors dedicated to providing the highest standard of professional counselling, consulting, assessment, testing and training services. Members of the society act to enhance mental health by providing responsive, accountable, and ethical counselling, consulting, assessment, testing, and training services to individuals, couples, families and groups."

Suite 14, 2544 Dunlevy Street
Victoria, B.C. V8R 5Z2
Phone: 250 595-4448
Toll-free (in B.C.): 1 800 909-6303
Fax: 250 595-2926
E-mail: hoffice@bc-counsellors.org
Web: http://www.bc-counsellors.org

British Columbia Bereavement Foundation

"The BC Bereavement Foundation is a non-profit charitable organization dedicated to the healthy and wholesome recovery of individuals experiencing grief. We provide the public and particularly the bereaved with information on how to seek help for themselves or individuals known to them who are in need of assistance through their grief."

Box 53530, 984 West Broadway
Vancouver, B.C. V5Z 1K7
Phone: 604 738-9950
Toll-free: 1 877 779-2223
Fax: 604 730-1015
E-mail: bcbf@intergate.ca
Web: http://modena.intergate.ca/bcbereavement/

British Columbia Hospice Palliative Care Association

"The British Columbia Hospice Palliative Care Association (BCHPCA) is an umbrella organization whose mission is to provide a leadership role for its member organizations and individuals to ensure quality of care for British Columbians faced with a life-threatening illness, death and bereavement. The member organizations of the BCHPCA are located throughout the province of British Columbia and in the Yukon. They provide a broad range of services to patients, families, caregivers and communities."

Room 502, Comox Building
1081 Burrard Street
Vancouver, B.C. V6Z 1Y6
Phone: 604 806-8821
Toll-free: 1 877 422-4722
Fax: 604 806-8822
E-mail: bchpca@direct.ca
Web: http://www.hospicebc.org

Compassionate Friends of Canada

"The Compassionate Friends is an international, non-profit, non-denominational, self-help organization offering friendship, understanding, grief education and hope for the future to all families who have experienced the death of a child at any age, from any cause. Our primary purpose is to assist bereaved parents in the positive reconciliation of the grief experienced upon the death of a child and to support their efforts to achieve physical and emotional health. The secondary purpose is to provide information and education about bereaved parents, their surviving children and the grieving process. The objective is to help those in the community, including family, friends, employers, co-workers, and professionals, to be supportive." Compassionate Friends has several chapters in different parts of British Columbia.

P.O. Box 141 RPO Corydon
Winnipeg, Manitoba R3M 3S7
Phone: 204 475-9527
Toll-free: 1 866 823-0141
Fax: 204 475-6693
E-mail: TCFCanada@aol.com
Web: http://www.tcfcanada.net

A Funeral in B.C.

This online resource is an independent source of information about arranging or pre-planning a funeral in B.C. Includes a directory of bereavement counsellors, non-profit support groups, and hospices.

Web: http://www.afuneralinbc.com

Funeral Service Association of British Columbia

The Web site includes articles on the following topics: choosing a funeral home, pre-planning, when death occurs, service options, cremation explained, costs explained, financial assistance (including survivor and other benefits from the Canada Pension Plan, etc.), understanding grief, and funeral homes in B.C. You can also obtain this information by asking the association for the booklet *Helpful Information about Funerals.*

Suite 211, 2187 Oak Bay Ave.
Victoria, B.C. V8R 1G1
Phone: 250 592-3213
Toll-free: 1 800 665-3899
E-mail: info@bcfunerals.com
Web: http://www.bcfunerals.com

GriefNet.org

An Internet community of people dealing with grief, death, and major loss with the help of e-mail support groups and two Web sites. Includes an extensive library and bookstore.

Web: http://griefnet.org

Griefworks B.C.

"Griefworks BC exists through a partnership between Children's & Women's Health Centres of British Columbia and Canuck Place Children's Hospice. Griefworks BC will facilitate access to bereavement support to the children, women and families of British Columbia when and where they need it." The Web site includes an extensive collection of articles about death, dying, grief, and bereavement written for adults, adolescents, and children.

Room E405, 4500 Oak Street
Vancouver, B.C. V6H 3N1
Phone: 604 875-2741
Toll-free (in B.C.): 1 877 234-3322
E-mail: person@griefworksbc.com
Web: http://www.griefworksbc.com

Living through Loss Counselling Society of B.C.

"LTLC is a provincial organization providing professional grief counselling and emotional support to children and adults experiencing stress due to change or loss. As a demonstrated leader in the community at large we offer expert knowledge and training in the areas of grief and loss."

Suite 201, 1847 West Broadway
Vancouver, B.C. V6J 1Y6
Phone: 604 873-5013
E-mail: ltlc@sprint.ca
Web: http://www.ltlc.bc.ca

Memorial Society of British Columbia

"The Memorial Society of British Columbia, a non-profit, non-sectarian organization, was founded in 1956 by 55 people devoted to promoting dignity and simplicity in funeral rites. Today the Society, with more than 200,000 members, remains based on that original principle."

Head office
212 - 1847 West Broadway
Vancouver, B.C. V6J 1Y6
Phone: 604 733-7705
Toll-free phone: 1 888 816-5902 (24/7 "at-time-of-death" information)
Fax: 604 733-7730
Toll-free fax: 1 888 816-5903
E-mail: memsocnw@telus.net
Web: http://www.memorialsocietybc.org

New Hope for Widow/ers and Their Families

"New Hope is an organization committed to encouraging and helping those who have lost a spouse to death. It is our belief that those who have walked the journey of grief are able to understand and care in a special way for those who are new to grief. We do this through a bi-monthly newsletter, and a retreat for widow/ers and one-on-one support, locally and on the net. We provide support for teens who have lost a parent through our teengrief web site and want to support the whole family through the grieving process."

New Hope
Box 20031
Vernon, B.C. V1T 9L4
E-mail: newhope@newhope-grief.org
Web: http://www.newhope-grief.org

Government resources

Government of British Columbia

On the Web site, "British Columbia Death Event" provides information on ordering a death certificate and correcting or amending a death record. You can also order a death certificate by phone.

Toll-free: 1 888 876-1633
Web: http://www.vs.gov.bc.ca/death/index.html

Government of Canada

On the Web site, "Canada Benefits: Dealing with Death" has links to information on Canada Pension Plan survivor benefits and other benefits available to surviving family members. You can also phone for information.

Canada Pension Plan inquiries: 1 800 277-9914
Web: http://www.canadabenefits.gc.ca/faeclist.jsp?&lang=en&catid=12

Workers' Advisers

"Workers' Advisers advise and assist clients in regard to Workers' Compensation Board benefits, policies, and the interpretation of the Act." The Workers' Advisors office is a branch of the Ministry of Skills Development and Labour, independent of the WCB. Advisers may be available to assist with issues of entitlement to benefits. There are several offices in British Columbia. Check the Web site or phone for the location nearest you:

Phone: 604 713-0360 (Lower Mainland)
Toll-free (in B.C.): 1 800 663-4261
E-mail: wao@wao-bc.org
Web: http://www.labour.gov.bc.ca/wab/

Books

A Guide for Caregivers, by the Canadian Hospice Palliative Care Association and the GlaxoSmithKline Foundation, 2002. You can phone for a copy or download a PDF file from the Web site:
Toll-free: 1 877 203-4636
Web: http://www.living-lessons.org/b.resources/secured/b1.1.brochures.html

The Survivor's Guide: Coping with the Details of Death, by Sheila Simpson. Toronto: Summerhill Press, 1990.

"The pain never really goes away. It still comes up in the weirdest ways. I'll see things all the time that remind me of my son, things we did together, and times we shared. I have good days and bad days. Sometimes it's difficult, but you learn to push on. You have to persevere."

— Peter Perepelkin, father of Keith Perepelkin, who died October 31, 1996

WCB Offices

Visit our web site at www.worksafebc.com

Abbotsford
2774 Trethewey Street V2T 3R1
Phone 604 276-3100
1 800 292-2219
Fax 604 556-2077

Burnaby
450 – 6450 Roberts Street V5G 4E1
Phone 604 276-3100
1 888 621-7233
Fax 604 232-5969

Coquitlam
104 – 3020 Lincoln Avenue V3B 6B4
Phone 604 276-3100
1 888 967-5377
Fax 604 232-1946

Courtenay
801 30th Street V9N 8G6
Phone 250 334-8745
1 800 663-7921
Fax 250 334-8757

Cranbrook
100 7th Avenue S. V1C 2J4
Phone 250 417-7934
1 800 663-4912
Fax 250 417-7972

Kamloops
321 Battle Street V2C 6P1
Phone 250 371-6003
1 800 663-3935
Fax 250 371-6031

Kelowna
110 – 2045 Enterprise Way V1Y 9T5
Phone 250 717-4313
1 888 922-4466
Fax 250 717-4380

Nanaimo
4980 Wills Road V9T 6C6
Phone 250 751-8040
1 800 663-7382
Fax 250 751-8046

Nelson
524 Kootenay Street V1L 6B4
Phone 250 352-2824
1 800 663-4962
Fax 250 352-1816

North Vancouver
100 – 126 E. 15th Street V7L 2P9
Phone 604 276-3100
1 888 875-6999
Fax 604 232-1500

Prince George
1066 Vancouver Street V2L 5M4
Phone 250 561-3700
1 800 663-6623
Fax 250 561-3710

Surrey
100 – 5500 152 Street V3S 5J9
Phone 604 276-3100
1 888 621-7233
Fax 604 232-7077

Terrace
4450 Lakelse Avenue V8G 1P2
Phone 250 615-6605
1 800 663-3871
Fax 250 615-6633

Victoria
4514 Chatterton Way V8X 5H2
Phone 250 881-3418
1 800 663-7593
Fax 250 881-3482

Head Office / Richmond

Prevention:
8100 Granville Avenue
Phone 604 276-3100
1 888 621-7233 (621-SAFE)

Administration:
6951 Westminster Highway
Phone 604 273-2266

Mailing Address:
PO Box 5350 Stn Terminal
Vancouver BC V6B 5L5

After Hours
Health & Safety Emergency
604 273-7711
1 866 922-4357 (WCB-HELP)

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